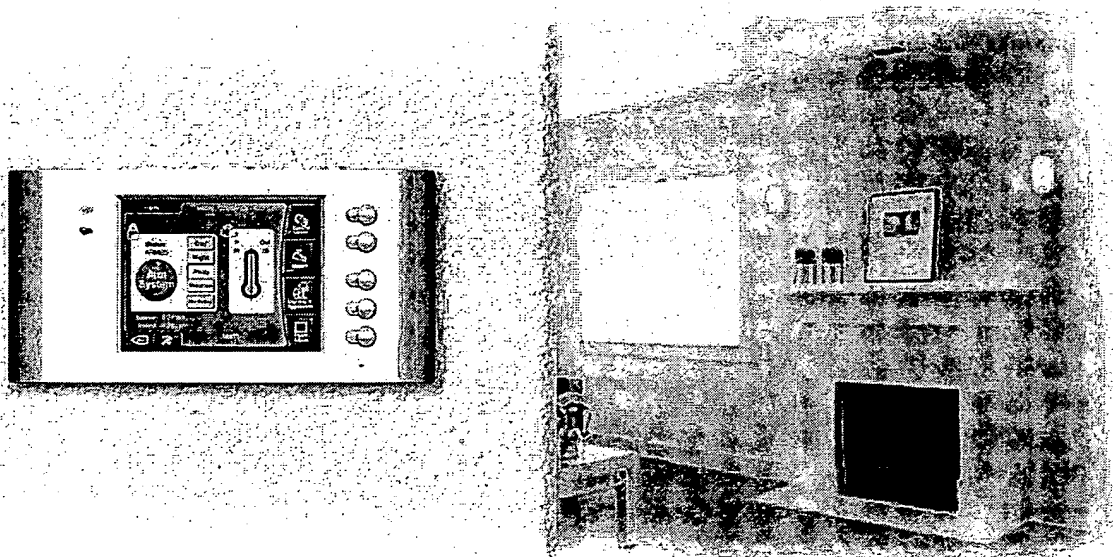


# Companion 6

## User Guide



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## Purpose of this Document

This document is intended to describe the features of the CorAccess Companion 6 touchscreen panel. This document must be used in conjunction with the user guides and documentation provided by the security and home control system installed as a part of the home system. This document describes the features accessible from the Companion platform, but does not describe programming or setup of the security and home control system.

## Installation and Setup

All installation and setup must be performed by an installation professional. The Companion product is not intended to be installed or setup without proper training and instruction. Failure to install or setup the Companion correctly may result in loss of functionality and reliability. Please note the installation professional for your Companion system in the *Before You Begin* section of this manual.

## Publication

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# Before You Begin

## Introduction

Thank you for purchasing the Companion 6. Before using your device, be sure to read the *Getting Started With Your Companion* section for an overview of it's use and features. Also refer to the other information included with your device.

You can use this User Guide as a comprehensive library of information for your Companion 6 device. It includes information on a variety of topics. Please browse the Contents even if you are an experienced user. Please refer to the User Guide first if you encounter any problems. It provides you with answers to many common questions or error messages.

Keep the following information for later reference:

Installer:

Name:

Address:

Phone Number:

Install Date:

Master Companion IP Address:

## Regulatory Notices

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. To identify this product, refer to the part, series, or model number on the product.

### Class B Equipment

This equipment was tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference as follows:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one connected to the receiver.
- Consult the dealer or an experienced radio or television technician.

## CE (EU) Declaration of Conformity

This product conforms to the essential protection requirements given in European Council Directive 89/336/EEC in relations to electromagnetic compatibility, EN55022:1998 Class B, and EN61000-3-2, 3-3, 4-2, 4-3, 4-4, 4-5, 4-6, 4-8, 4-11

## Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by the manufacturer can invalidate FCC approval.

## Caring for Your Companion 6

This section recommends guidelines for maintaining your Companion 6. Follow these suggestions to protect and preserve the condition of your device.

### Routine Care

To keep your Companion 6 working properly, follow these guidelines:

- Keep the device away from excessive moisture and temperature extremes. Do not expose the device to liquids or precipitation.
- The touch screen is designed for optimal use with a finger. Do not use hard objects as screen pointers (e.g. pencils, pens, knives, etc.).
- Clean with damp cloth using only water. Never spray liquids on device.

### CAUTION

User Damage Hazard.  
Can damage internal equipment components.

Do not spray liquid directly on the screen or allow excess liquid to drip down inside the device.

**IMPORTANT:** To clean the device, put the device into Clean Screen mode, then wipe the screen and the exterior with a soft, damp cloth moistened only with water. Using soap or other cleaning products on the screen can discolor the finish and damage the screen.

### CAUTION

LCD Screen Damage Hazard.  
Touching with non recommended objects or exposing to direct sunlight/heat can damage screen, case, and internal components.

### CAUTION

Loss of Product Warranty Hazard.  
Removing the back cover will void product warranty.

Do not remove back cover; contact installer for service assistance.

Keep the device away from direct sunlight or strong ultraviolet light for extended periods of time.

Avoid scratching the surface of the screen with any hard or sharp objects.

## Getting Started With Your Companion 6

Congratulations on your purchase of the latest technology for security and home automation. The Companion 6 (Fig.1) is designed to offer the functions and features required for optimal security system and home control access. The rich graphics and touch interface provide a unique and inviting home control solution. The bright, crisp 6-inch LCD panel provides an optimum user experience.

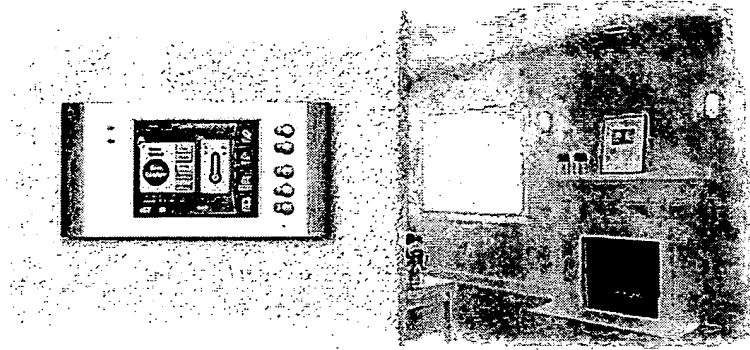
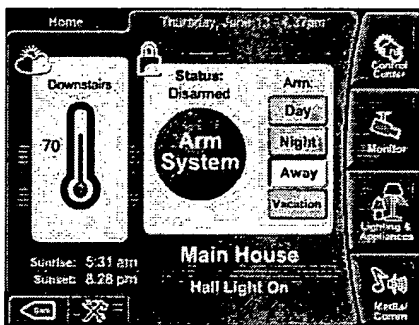


Fig. 1 Companion 6

Once an installer has completed installation of the Companion 6 and home control system, you are ready to begin. The system is designed to work in conjunction with HAI Omni and OnQ HMS series panels. Additional features, such as PhotoMate digital photo album, and AudioMate digital conferencing and music, may require additional household user setup.

The Companion 6 screen is a touch interface designed for finger or touch stylus control. All controls are operated by touch screen interaction. The top screen is called the Home screen. Frequently used features are conveniently placed on this screen for quick access.



### Right Side Buttons

**Control Center:** Main screen for security, lighting, HVAC control access.

**Monitor:** Security camera views.

**Lighting and Appliances:** Lighting control screen, access to appliance controls, and button macros/scenes.

**Media/Comm:** Media and communication options center. Quick access is provided to the PhotoMate photo gallery, AudioMate Intercomm (separately purchased option), and AudioMate digital music (separately purchased option), and A/V controls (separately purchased option).

To Arm your system from the Home Screen, touch the Arm System button, enter your security code on the keypad and press OK. This will arm the system in the mode indicated by the mode buttons. Choose a different mode by pressing an appropriate mode button. To Disarm press Disarm Button, enter your security code on the keypad, and press OK. If the system is already armed, pressing a mode button will allow you to change the mode.

**NOTE:** Quick arm systems will not ask for a passcode.

## Guide to Your Companion 6

The Companion 6 has 5 external buttons, a touch screen, and 2 indicator LEDs. Fig. 2 shows the Companion 6 LEDs. The LEDs are used for system status indication (please see Guide to Your Companion 6 section of this guide). The 5 buttons are used for quick operations accessible from any screen or mode of the Companion 6.

### Features

#### Display

The 6-inch LCD panel with integrated touch screen offers a convenient home control experience. Commands can be entered from the touch screen using your finger.

#### LED Indicators

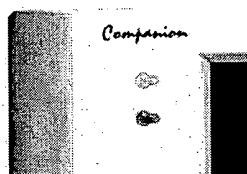


Fig. 2 Companion 6 LEDs.






The Companion 6 LED descriptions are as follows:

LED	Description
Green On	System Ok
Green Blinking	System Trouble or Zone Open/Bypassed
Green Off	No AC
Red On	System Armed
Red Off	System Disarmed
2 Red Blinks	Chime
Red and Green Blinking Fast	Alarm

#### Function Buttons

The Companion 6 has the following buttons on the front bezel.



	Button	Description
	Lights On	Pre-programmed button to turn all lights on within the assigned area.
	Lights Off	Pre-programmed button to turn all lights off within the assigned area.
	Arm Stay	Arm system in "stay" mode. See <i>Security</i> section of <i>Using the Companion 6 Operations</i> for more information.
	Arm Away	Arm system in "away" mode. See <i>Security</i> section of <i>Using the Companion 6 Operations</i> for more information.
	PhotoMate	Start the PhotoMate photo gallery.

## Microphone

A built-in microphone is provided with the Companion 6. It is located in the bottom right below the function buttons. The Microphone is used with the optional AudioMate conferencing feature.

## Speaker

A single, built-in speaker is located on the left side, below the LEDs of the Companion 6. It supports audio features in the standard software applications and additional software applications. The volume control is set through the tools screen.

# Using Your Companion

## System Requirements

The Companion 6 is designed to work with compatible HAI Omni and OnQ HMS control systems. The Companion 6 requires one serial connection (RS232 or RS485) to the control system and one network connection for advanced configuration. A PC is required to configure the Companion 6 and to load new digital photos to PhotoMate. A PC is not required after installation.

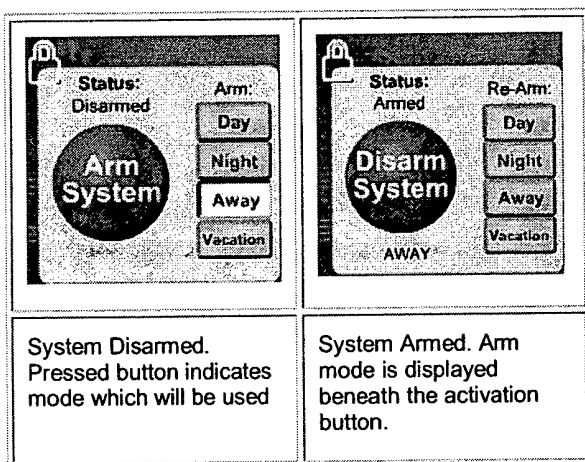
## AutoMate Operation

AutoMate is the user interface to the control of the HAI or OnQ control panel. AutoMate provides an advanced control for Security, Lighting and Appliances, and HVAC. The following section will describe the various features and operations of AutoMate.

### Security

The Companion 6 is designed to provide easy operation of home security features. The installer will work with the home owner to design a security scheme with appropriate sensors and traps.

Companion 6 identifies the security status of the system on the Home screen. A red button indicates the system is armed. A green button indicates the system is disarmed.

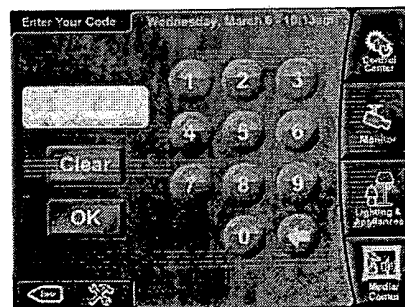


### Disarming the Security System and Silencing Alarms

Disarming the system disarms the burglar alarm, resets the fire and emergency alarms, and silences all sirens and sounders. Press the red Disarm System button. A keypad screen will appear. Enter your four digit code by pressing the appropriate numbers on the LCD keypad. Press the OK button.

After the four-digit code has been successfully entered, the screen will return to the Home page and the Arming button will be green.

If an incorrect code is entered, the screen will display "Invalid Code" in red above the digit entry. If you make a mistake while entering your code, press the clear button and re-enter. NOTE: After 5 invalid passcode attempts the panel will lock out access for one hour.



### Arming the Security System

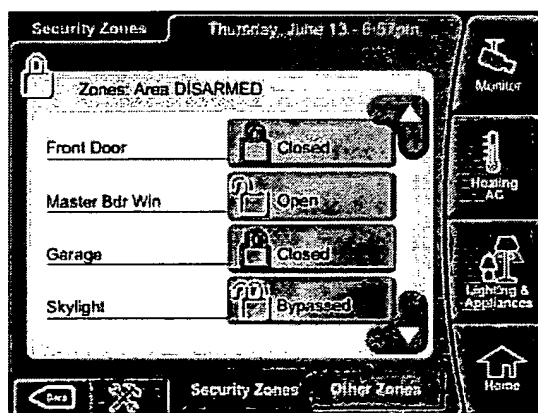
To arm the security system, press the green Arm button or choose the arming mode that you wish. Pressing any of these buttons will start the arming sequence. If Quick Arm is not configured, a keypad screen will display. Enter your four-digit code and press the OK button.

After the four-digit code has been successfully entered, a countdown arming screen will display. This screen shows the time you have to exit the premises. The screen will return to the Home page and the Disarm button will be red when the countdown is complete.

Button	Description
Arm Day	Arm system in "stay" mode. This mode is intended for use when someone will occupy the house or business that is being protected. The perimeter zones (doors and windows) are armed while interior motion detectors and traps are not.
Arm Night	Arm system in "night" mode. This mode is intended for use when you are asleep and everyone in your household is at home. In this mode, doors, windows, and non-sleep area motion detectors are armed. In this mode, there is no entry delay. The alarm will sound immediately if any door, window, or non-sleeping area motion detector is tripped.
Arm Away	Arm system in "away" mode. This mode is intended for use when you leave your house and no one is home. All doors, windows, and motion detectors will be armed. All zones have an Exit Delay so that you will have time to leave and close the door after you arm the system. There is an Entry Delay on the Entry-Exit zones in the Away mode, so that you will have time to turn the system off when you return through your door.
Vacation	Arm system in "vacation" mode. This mode is intended for use when you leave your home for an extended period of time. This mode arms all doors, windows, and interior motion detectors. There is an Entry Delay on the Entry-Exit zones. This mode is most useful when used in conjunction with lighting macros which make your home look occupied while you are away.

## Zone Status

Zone Status can be viewed by pressing the Zone Status button at the bottom of the Control Center screen. This screen will list all security zones within the area and indicate the current state of that zone. A zone can be bypassed or unbypassed by pressing the button associated with the zone.



### Security:

- Open
- Closed
- Secure
- Bypassed
- Tripped
- Tamper

### Non-Security:

- Fire
- Medical
- Police
- Gas
- Freeze
- Water
- Temperature
- Trouble

## System Status

System Status can be viewed by pressing the System Status button at the bottom of the Control Center screen. You can view System Events, System Flags, System Counters, Zone Statuses and Battery Status.

**System Events:** This is the record of the most recent significant security system events and trouble conditions in the system. When a new event occurs, the oldest one is lost. The event list will contain the following:

- All Security system Armings and disarmings with user name
- All zones bypassed or restored by the user, and user name
- Any zone automatically bypassed by the system.
- Any zone tripped while the security system is armed.
- Any trouble condition (zone, battery, fuse, AC power, or phone).
- The restoration of any trouble condition.
- Any Remote Telephone Access, Remote Access Denied, or Remote PC Access.

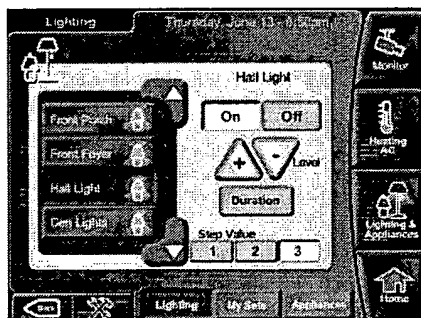
**System Flags:** This is a list of flags and their set values. Flags are used for advanced programming routines. This screen is provided as a means to verify the values.

**System Counters:** This is a list of counters and their set values. Counters are used for advanced programming routines in conjunction with flags. This screen is provided as a means to verify the values.

**Battery Status:** The strength of the battery is displayed. This is only an approximation, so use with care. NOTE: the Companion 6 may or may not have battery backup itself.

## Lighting, Appliances, and Macros

The lighting screens are an easy and convenient way to control household lights and appliances. The lighting screen is displayed by default. Appliances can be accessed by pressing the appliances button along the bottom right of the screen.

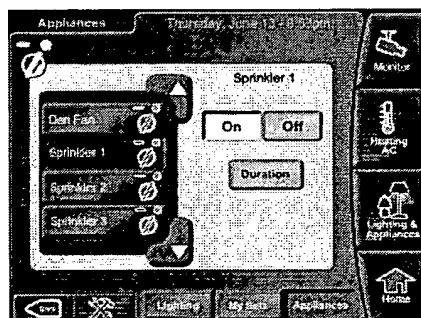


### Light Control

Select the light that you wish to control from the list of lights on the left side of the screen. A series of control buttons will appear on the right side of the list. The ON and OFF buttons turn power on or off to the light fixture. The + and - buttons control brightness and dimming. Step Value identifies the bright/dim increment value.

Example: Step Value 3 will brighten a light by 3 increments when the + button is pushed. 9 steps will fully brighten or dim a light. NOTE: Not all lights will have a dimmer functionality.

The Duration button allows lights to be turned on or off for a specified period of time.



### Appliance Control

Select the Appliance button from the bottom right of the screen. A list of controllable appliances will be listed on the left side of the screen. To turn the appliance on, select the appliance from the list and press the On button on the right. To turn the appliance off, select the appliance from the list and press the Off button on the right.

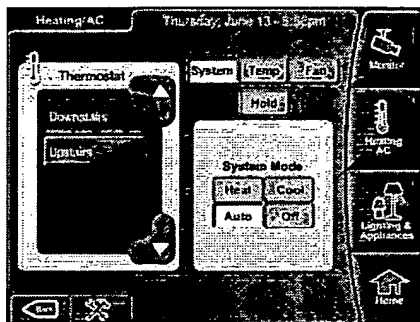
The Duration button allows lights to be turned on or off for a specified period of time.

## HVAC

Your Companion will operate as an advanced control for multiple temperature zones. You can control your heating and cooling system, monitor the outside temperature. Other appliances can be controlled by temperature as well - such as bathroom heater or a ceiling fan via programming your home control Omni or HMS system.

The Heating AC screen is used to control HAI communicating thermostats. Each thermostat device is displayed in a list on the left side of the display.

**NOTE:** The Companion 6 only controls thermostats. It is not a thermostat and the temperature displayed at the Companion 6 may not accurately reflect the nearby temperature.



The following control actions are allowed for HAI Communicating Thermostats:

- Set heating setpoints
- Set cooling setpoints
- Set system mode (Off/Heat/Cool/Auto)
- Set fan (On/Auto)
- Turn hold On and Off

**NOTE:** Not all actions are applicable to every type of thermostat

Select a thermostat device from the list of available thermostats in the list.

**System:** Set the system mode for the thermostat - Heat, Cool, Auto, Off

**Temp:** Set High and Low temperature set points. The current temperature will also be displayed. To change the High or Low setpoints press the "+" button to increase the temperature point or "-" to decrease the temperature point.

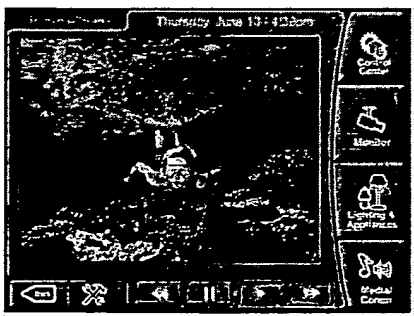
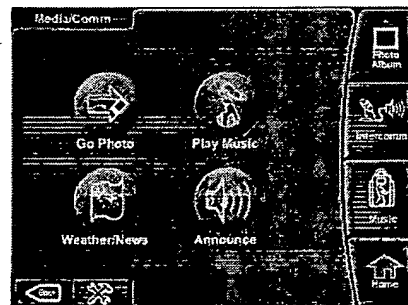
**Fan:** This will allow the fan control on a thermostat to be switched between "On" mode and "Auto" mode.

**Hold:** This will allow control hold status of a thermostat. You may turn hold mode on or off.

## PhotoMate

PhotoMate turns your Companion into a high quality digital picture frame. Display family pictures or other digital images while your Companion is not being used for home control. PhotoMate comes with a set of sample images to get you started.

To activate PhotoMate, press the Media/Comm button from the Home screen. To start PhotoMate with the current settings press the **Go Photo** button. Photos will automatically rotate through all available images.



### Operating PhotoMate

PhotoMate operates in Framed mode or Full Screen mode. Framed mode shows the digital images and shows the menu options that are the same as the Home page. Full Screen mode will show the picture within the entire screen.

### Switch Mode

To toggle between Framed mode and Full Screen mode touch the image. The Companion will automatically switch to full screen or framed mode.

### Control Image Display

To manually switch to the next image, press the > button. To manually switch to the previous image, press the < button. To hold the current image press the || button to pause. Press the Play button to resume automatic image scrolling.

## Setting PhotoMate Options

Select PhotoAlbum from the Media/Comm screen. From this screen you can run PhotoMate or change how PhotoMate operates. Press the Options button to change PhotoMate settings. You can set the default mode (Framed or Full Screen) by pressing the appropriate button. You can change the delay between pictures by pressing the Up or Down arrows.

## Changing PhotoMate Images

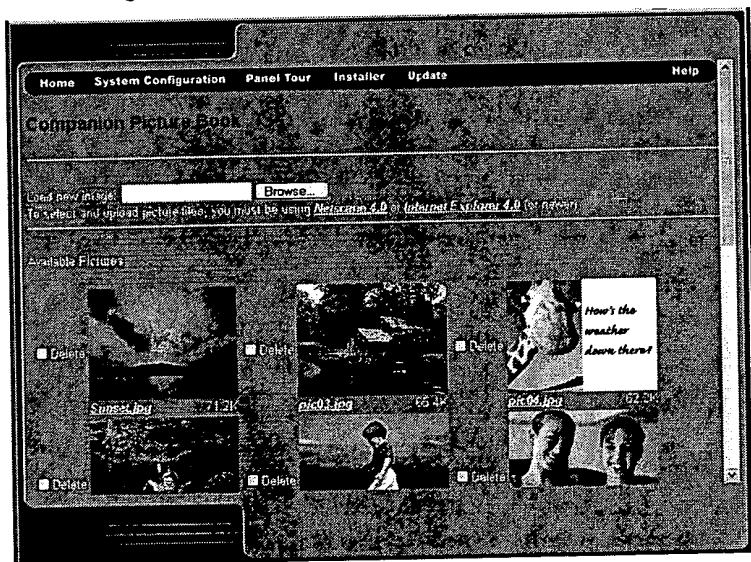
You can change the photo images that are displayed in PhotoMate by uploading new images to the Companion. The Master Companion device stores up to 1MB of images. This is equivalent to about twenty (20) 320x240 color JPEG images. Images with resolution higher than 320x240 will automatically be resized, but will require more storage space. A home network with a PC with Netscape 4.0 (or higher) or Internet Explorer 4.0 (or higher) is required to upload new pictures.

Open your web browser and open the settings page for the Master Companion. The URL will be something like:

<http://192.168.123.49> {Note: 192.168.123.49 should be changed to your Master Companion IP address}.

If you do not know the IP address of your Master companion. Press the Tool box button in the lower left of the Master Companion screen. The IP address will be displayed along with other Companion setting information. When you have successfully accessed the Master Companion, you will be presented with the Home setting page. Select System Configuration. Enter the password for your Master Companion. NOTE: The password for the Master Companion is different from the Master Code for your home control system. The default password for the Master Companion is "admin".

Select Manage Pictures and press the Submit button. You will be presented with a screen similar to the following:



To upload a new image, click the Browse button at the top of the screen. Select the image from your local PC. The complete path and file name will be in the Load New Image field. Click the Upload and Delete files button at the bottom of the page. Your new image should be displayed on the Available Pictures page.

To delete an image, select the box to the left of the picture. A check mark will appear in the box. Click the Upload and Delete button at the bottom of the page. The image will be removed from the picture library.

## Security Cameras

Your Companion can be used to monitor security cameras placed within your home or across the Internet. You can use analog or digital cameras. Analog cameras require a video server to provide a network interface to the video images. Your Companion can also monitor cameras outside the home (traffic cameras, weather cameras, etc) if you have a broadband internet connection available.

### Operation

If cameras have already been installed and setup then you can choose Monitor from the Home page to immediately see what the camera is viewing. The Security Monitor can be placed in single mode - to view a single camera at a time or tile mode - to see up to four cameras at one time.

To enlarge the image simply touch the Companion security camera image on the screen. To zoom back out, simply touch the image again to return to frame mode.

The Companion will automatically rotate to a view of each camera available. To hold on a particular camera, press the pause button at the bottom of the display. To resume rotating, press the play button at the bottom of the display.

To manually move the security monitor to the next camera, press the next button on the bottom of the display. To manually move the security camera to the previous camera, press the previous button on the bottom of the display.

NOTE: For remote internet cameras, there may be a significant delay loading the image.

### Setting up Cameras

The Companion can access most cameras that have images sent over a network connection. You can use PC based USB cameras, internet ready cameras (Panasonic, Axis, etc), and standard analog security cameras with video server. All cameras are identified to the Master Companion configuration. Some of these cameras may require special hardware or software.

To configure surveillance operation, you will need a browser (IE 4.0 or Netscape 4.0 or better).

1. Open your browser to the settings page for the Master Companion. This will be a URL formatted like the following:

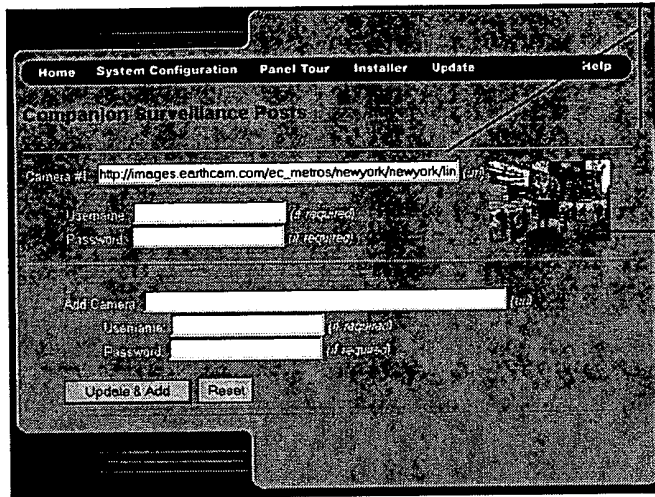
`http://192.168.123.49` where 192.168.123.49 is the IP address of your Master Companion

2. Select System Configuration.

3. Enter your Master Companion password. NOTE: The password for the Master Companion is different from the Master Code for your home control system.

4. Select Manage Surveillance Cameras then click the Submit button.

5. You will be presented with a screen similar to the following: — — — — —



URL of Surveillance Camera

Thumbnail of camera image

Each camera that is displayed on the Companion needs to have the source identified. The Companion identifies each camera with a web URL. If the camera supplies an image name for the video feed type in the URL with the image name attached. If the camera supplies the feed from a CGI or from a directory attach a fake file name to the end of the URL (eg. Camera.jpg, junk.jpg)

Example camera URL: <http://192.168.123.99:8080/camera1.jpg>

**NOTE:** You will need the URL address of the camera image, not the URL address of the page where the web image is displayed.

### In Home Cameras

The Companion can view any compatible in-home camera. They can be located at the front door, living room, play room, back yard or anywhere you have placed the camera.

### Off Site Cameras

The Companion can view cameras across the internet. This allows you to set up your Companion to view local traffic cameras, weather cameras, or remote office cameras.

## Configuring your Companion

### Network Configuration

*Please notify your installer before making home network changes.* The network settings for your Companion device have been set by your installer. If your network has changed please notify your installer so the installer can adjust your Companion to operate within the new network configuration.

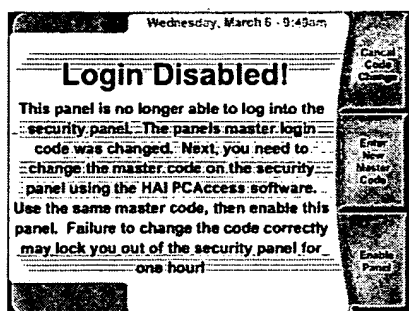
### Changing the Master Passcode

Changing the Master Passcode requires access to the PC Access software for the control panel. **NOTE:** Failure to change the code correctly could result in a system lock for one hour. Only attempt to change the code after fully reading and understanding the instructions. If you have any questions or problems, please call your local installer or dealer.

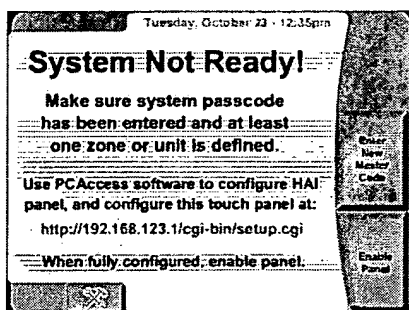
To change the master code, press the toolbox button on the bottom left of the Companion screen. The toolbox screen will be displayed.



Press the Security Code button on the right side of the screen. You will be presented with a keypad. Enter your current master code and press OK.



You will be presented with a screen indicating that the panel is no longer communicating with the control panel. To continue with changing the Master code, use the PC Access software package to change the master code for the control panel. Once that is completed, press the Enter New Master Code button in the middle right of the screen. Enter the new Master code and press OK with the keypad.



Press the Enable Panel button on the bottom right of the screen to activate your new master code. If the new code entry was successful you will be back at the Home Companion screen.

## Touchscreen Calibration

It is possible that the touchscreen of your Companion device can drift from the settings defined on device startup. If you find that your Companion is not responding to the location that you pressed on the screen you may need to re-calibrate the touchscreen.

The touchscreen calibration utility is accessed from the toolbox screen. Press the toolbox button on the bottom left of the Companion. Calibration is an option on the right side of the toolbox screen. Press the calibrate button to access the calibration utility.

You will be presented with a black screen with an X in the upper left corner. Touch the X to set the initial calibration point. A second X will appear in the bottom right. Touch the X to set the second calibration point. The Companion device will reset with the new calibration settings.

The calibration can be also reset to factory default settings by accessing the Master Panel web settings or by pressing and holding the 3<sup>rd</sup> and 4<sup>th</sup> buttons for 10 seconds.

## System Update

Your Companion device is a new generation of Home Control that provides the very best user experience. New features can be added to your Companion through the System Update feature. New features should be added to your Companion through your local installer. To get a list of available features please contact your Companion installer.

Companion optional features include:

**AudioMate™** The CorAccess AudioMate digital audio player transforms the Companion 6 into a home audio and intercom system. Play background music or choose from a comprehensive list of pre-configured broadband radio channels, everything from Classic Rock to Classical, business news to weather. AudioMate intercom provides instant communication between AudioMate enabled devices and across the internet to Windows Messenger, NetMeeting and other audio enabled communication platforms.

**ControlMate™** CorAccess's ControlMate is the solution for custom home audio control. Control your entire home audio and theatre system from the inviting Companion platform.

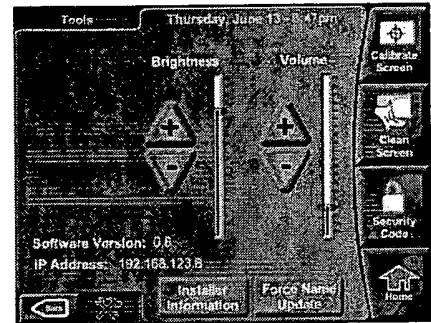
**Enhanced Photo Gallery** The Enhanced Photo Gallery allows you to share pictures across the internet with family and friends. You can even place vacation images on your Companion while you are still on vacation. The Enhanced Photo Gallery also gives instant access to weather and news from around the world.

## Volume and Sounds Properties

The volume setting of the Companion is accessed within the toolbox. The toolbox button is located on the bottom left of the screen. Press the toolbox button to open it and press the volume + button to increase volume or the - button to decrease volume. This volume setting will affect all sounds from the Companion.

## Display Brightness

The display brightness setting of the Companion is accessed within the toolbox. The toolbox button is located on the bottom left of the screen. Press the toolbox button to open it and press the brightness + button to increase screen brightness or the - button to decrease brightness.



## Maintenance

Your Companion requires no additional maintenance other than simple external cleaning periodically. To clean the device, you must put the device into Clean Screen mode. Clean Screen mode stops the touch input for 30 seconds. To enter Clean Screen mode, press the toolbox button on the bottom left of the screen. Press the Clean Screen button on the right side of the toolbox screen. A countdown timer will appear. Wipe the screen and the exterior with a soft, damp cloth *moistened slightly* only with water. Using soap or other cleaning products on the screen can discolor the finish and damage the screen.

### CAUTION

User Damage Hazard.  
Can damage internal equipment components.

Do not spray liquid directly on the screen or allow excess liquid to drip down inside the device.

### CAUTION

LCD Screen Damage Hazard.  
Touching with non recommended objects and exposing to direct sunlight/heat can damage screen.

## APPENDIX A: TROUBLESHOOTING GUIDE

Issue	Resolution
My Companion panel is displaying a Communications Error screen. How do I fix this?	<ol style="list-style-type: none"> <li>1. Note whether the communications failure is a network failure or a serial communications error.</li> <li>2. Hold down buttons 1 and 2 for 10 seconds. The Companion will reboot.</li> </ol> <p>If this does not fix the problem:</p> <ol style="list-style-type: none"> <li>3. Repeat the above procedure on the Master Companion device.</li> </ol> <p>If this does not resolve the problem:</p> <ol style="list-style-type: none"> <li>4. Contact your installation representative.</li> </ol>
When I touch an on screen button nothing happens.	<p>Your button presses may not be registering correctly.</p> <ol style="list-style-type: none"> <li>1. When you press an on screen button, touch the screen squarely with your finger, then release. Touching the screen too quickly will not allow a proper registration of your request. Also, do not slide your finger after pressing an on-screen button as your request may not be registered correctly.</li> </ol> <p>Your screen calibration may not be set correctly.</p> <ol style="list-style-type: none"> <li>1. Access the toolbox from the button on the lower left portion of the screen.</li> <li>2. Press the Calibrate Screen button on the right side of the screen.</li> <li>3. Press the white X as it appears on the screen. The system will reset with the new calibration.</li> </ol> <p>If you are not able to access the calibration utility, you may need to set calibration to factory defaults.</p> <ol style="list-style-type: none"> <li>1. Press the 3<sup>rd</sup> and 4<sup>th</sup> button (from the top).</li> <li>2. This will reset the calibration to factory default and bring the calibration utility up.</li> <li>3. Calibrate the touch screen by pressing the white X as it appears on the screen. The system will reset with the new calibration.</li> </ol>
No photos are showing when I access the Photo Album.	<p>Assure there are photos available on the Master device by accessing the Master Control Panel web settings. See <i>Changing Photomate Images</i> in this manual.</p> <p>If you have recently changed a client panel to a Master Panel, you will need to identify the new Master panel to the client panels. Please call your installation representative for instructions.</p>
No sounds or beeps are playing from my Companion.	<p>Make sure the volume is adjusted properly for your Companion. Press the toolbox button on the bottom left of the screen. Adjust the volume to your needs.</p>

## Appendix B. Technical Support

The first tier of support is our on-line reference material. This site contains the User Manual, FAQs, and various Help documents are available for your reference. We do our very best to keep these documents up to date so that they are a valuable resource for you. Please look to the navigation bar on the left to locate these tools.

The second tier of customer support is our on-line technical support. We offer a Technical Support Form (for questions about how the functionality of the product works) and Bug Report Form (to report malfunctions in the software). Use these to ask our experts your more difficult technical questions or to report problems with your Companion.

Our third tier of customer support is our technical support help line. You can speak with a technician to help you address technical issues on your Companion. Do be aware that there is a charge for this level of technical support. Ask your CorAccess representative for details.